



County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

713 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-1101
<http://cao.co.la.ca.us>

DAVID E. JANSSEN
Chief Administrative Officer

August 23, 2005

To: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

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LOS ANGELES COUNTY 2-1-1 INFORMATION AND REFERRAL SYSTEM – IMPLEMENTATION STATUS REPORT

On June 21, 2005, your Board instructed the Chief Administrative Office (CAO) to report back in 60 days on: 1) how the 2-1-1 system will function with the current Child Abuse Hotline, and 2) opportunities to utilize 2-1-1 with the Foster Care Adoption program. This report provides a status of these initiatives, as well as key highlights of the first two months of implementation of the County's 2-1-1 Information and Referral (I&R) system.

Department of Children and Family Services – Child Abuse Hotline

The Plan included in the Statement of Work between the County and 2-1-1 LA County (formerly known as INFO LINE) that provides for the Department of Children and Family Services (DCFS) to automatically transfer to 2-1-1 calls received by the DCFS Child Abuse Hotline that do not require handling by DCFS staff has been implemented. The new process provides for seamless transfer of non-child abuse calls directly to the 2-1-1 system. In addition, DCFS has initiated the training of 2-1-1 staff in the areas of mandated reporting and referring calls to DCFS facilities and programs in an effort to further streamline the routing of calls between 2-1-1 and DCFS.

Foster Care Program Opportunities

2-1-1 LA County has indicated that the existing resource database utilized by 2-1-1 staff includes basic I&R for individuals interested in becoming foster care parents. Thus, if your constituents call 2-1-1, they will be able to obtain the phone number(s) to acquire more information on becoming a foster parent. In an effort to further promote opportunities for County residents to obtain information on foster care programs, DCFS will work with 2-1-1 LA County to ensure that staff from 2-1-1 LA County has additional resources available to make the most appropriate referrals on inquiries related to foster care. In addition, DCFS and 2-1-1 LA County will discuss opportunities to potentially further utilize 2-1-1 as part of the County's foster care system.

Implementation Highlights

- 2-1-1 service was implemented as scheduled on July 1, 2005. No major service issues arose during the switchover.
- The 2-1-1 kickoff press conference, attended by your Board, was held Tuesday, July 5, 2005. The press conference was covered by 17 media outlets, including 10 television stations, five radio stations, and two newspapers. The resulting coverage generated a significant number of calls to 2-1-1.
- Call volume for the first month of service (July 2005) increased by 41 percent over the same period in 2004. In addition, calls on average were answered 21 percent faster for that same period.
- Outreach is underway to the proprietors of facilities with phone systems that are programmed to block certain dialing sequences, including 2-1-1.
- 2-1-1 LA County reached an agreement with T-Mobile that will provide for the switching and programming necessary for T-Mobile cell phone users to utilize the 2-1-1 dialing code at no cost to the County or 2-1-1 LA County. 2-1-1 LA County continues to work with the other major cellular phone providers to achieve similar agreements.

If you have any questions, please contact me, or your staff may contact David Dijkstra of my staff at (213) 974-4283 or via e-mail at ddijkstra@cao.co.la.ca.us.

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- c: Executive Officer, Board of Supervisors
County Counsel
Chief Deputy Director of Community and Senior Services
Chief Information Officer
Director of Children and Family Services
Director and Chief Medical Officer of Health Services
Director of Internal Services
Director of Mental Health
Director of Public Social Services
2-1-1 LA-County